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**Congress of the United States**  
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COMMITTEE ON  
HOMELAND SECURITY

October 19, 2021

The Honorable Louis DeJoy  
Postmaster General  
U.S. Postal Service  
475 L'Enfant Plaza West, S.W.  
Washington, DC 20260

Dear Postmaster General DeJoy,

I am writing in response to a letter sent by your Government Relations team on October 5, 2021 regarding the construction of a United States Postal (USPS) facility in Indian Land, South Carolina.

As you may be aware, for several years my Congressional office has communicated with USPS North Carolina District, the USPS Mid-Carolinas District, and the USPS South Carolina collectively regarding the urgent need for a new Postal facility in Indian Land. However, the lack of transparency, coordination, and mixed messaging surrounding the responses from your team have cast serious doubt on the Postal Service's intention to break ground on an Indian Land facility in a timely manner.

Indian Land is the fastest growing community within the most rapidly expanding county in the state of South Carolina and the greater Charlotte region. According to 2020 Census Data, the population of Lancaster County has increased by 27.9% in 2010 and now contains over 100,000 residents, approximately 40,000 of whom reside in Indian Land. Therefore, the absence of a Post Office in a major population hub like Indian Land has led to severe overcrowding and extensive wait times at surrounding Post Office locations such as the Fort Mill Post Office. Also, without a postal facility, utilizing the USPS's range of services has been inconvenient and burdensome, especially for the town's numerous elderly residents and other vulnerable groups. Many of these citizens cannot access safe and affordable transportation to travel to distant neighboring facilities.

In response to my staff's request for a project proposal outlining plans for the Indian Land facility in early October, your Government Relations team responded that the USPS cannot commit to an outcome for the project before the Postal Service has completed a "public study" or until "due diligence is complete". However, previously on September 23, 2021, officials in the USPS Columbia office expressly provided my staff with an expected project completion time of July 2022. The same September 23<sup>rd</sup> letter also mentioned that the completion timeline is "yet to be determined until the due diligence process has been completed", without any explanation of

how that process is being followed. Perhaps most troublesome is that on July 22, 2021, the USPS South Carolina District wrote that they expect to finalize and secure an Indian Land facility site within 30 days (Service Request 27916181), yet let three months pass with no update on a site determination. These conflicting responses and disregard for self-imposed deadlines are unacceptable and illuminates the need for better coordination between the Postal Service and its subsidiary branches overall.

While I understand the need to keep site negotiations private to an extent, my constituents that rely heavily on the Post Office have a right to know that USPS employees are being diligent in their efforts to construct a permanent Indian Land facility in Lancaster County, and that the post office is acting in good faith to secure an appropriate location. Therefore, I request a written explanation of the USPS "Due Diligence Process", when you expect the aforementioned "public study" will be completed, and any records that prove the proposed July 2022 completion timeline is being adhered to. Thank you for your time and consideration of this request.

Sincerely,



Ralph Norman  
Member of Congress